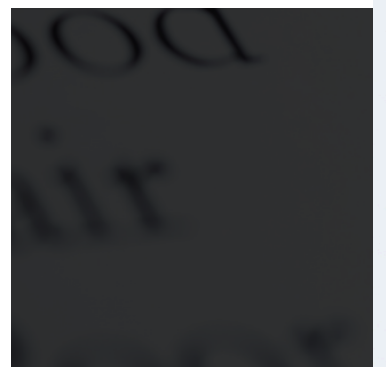
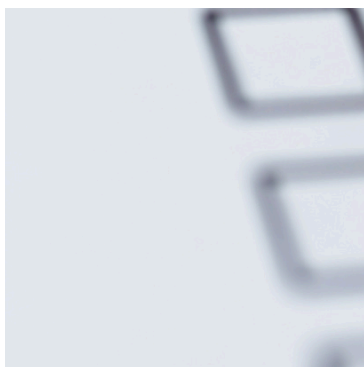
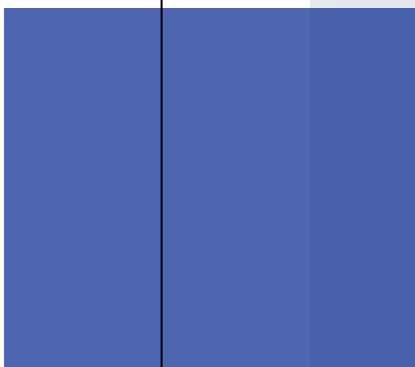




Annual Stakeholder Satisfaction Survey 2024

Results from the Annual Stakeholder Satisfaction Survey that was distributed in February 2024 to evaluate CLS services for 2023

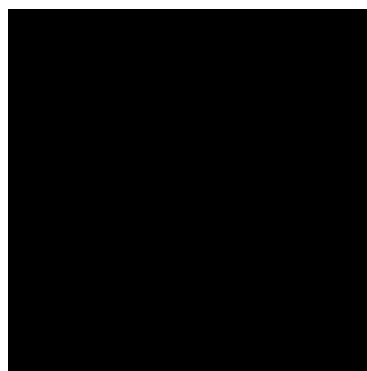


CLS Stakeholder Satisfaction Survey Overview

Each year the CLS Quality Assurance Department distributes a satisfaction survey to people supported by the agency, families/natural supports/guardians, and community stakeholders who can offer valuable insights based on our interactions and connections.

CLS is dedicated to delivering services in a positive manner and nurturing professional, high-quality relationships. Our goal is to be competent, punctual, and attentive. Meaningful feedback from our stakeholders enables CLS to continue to enhance our services and plan for the future.

The survey is shown on the following page. Surveys are distributed by mail, and a QR code is also provided for digital access.





Quality Assurance Department
 Community Living Services, Inc.
 Phone: (701) 232-3133
 Email: qualityassurance@clsnd.org

Satisfaction Survey

Instructions:

Please complete the following questionnaire regarding interactions and involvement with Community Living Services, Inc. (CLS). Select a rating for each department that you have had contact with during the previous year for the following sections by placing a mark in the relevant boxes. After completion, please return this survey in the enclosed envelope or submit electronically with the enclosed links.

Please rate CLS in the following areas:		N/A	Poor	Average	Good	Excellent
The competency of CLS staff members						
	Direct Support Professionals					
	Case Management					
	Administration					
The level of communication provided by CLS staff members						
	Direct Support Professionals					
	Case Management					
	Administration					
The availability of CLS staff members						
	Direct Support Professionals					
	Case Management					
	Administration					
The timeliness and responsiveness of services						
	Direct Support Professionals					
	Case Management					
	Administration					
The overall quality of the services provided by CLS						
	Direct Support Professionals					
	Case Management					
	Administration					

Additional Comments:

Optional demographic information below:

Name of person completing survey: Print name

Family/Guardian/Natural Support *Check box(es)*
 Person Supported
 Professional

Survey Success: A Glimpse at Our Response Rates

We're excited to share our recent survey engagement! Here's how the numbers break down:

- Total Surveys Sent: 575
- Total Responses Received: 144
- Return Rate: 25%—up by 1% from last year!

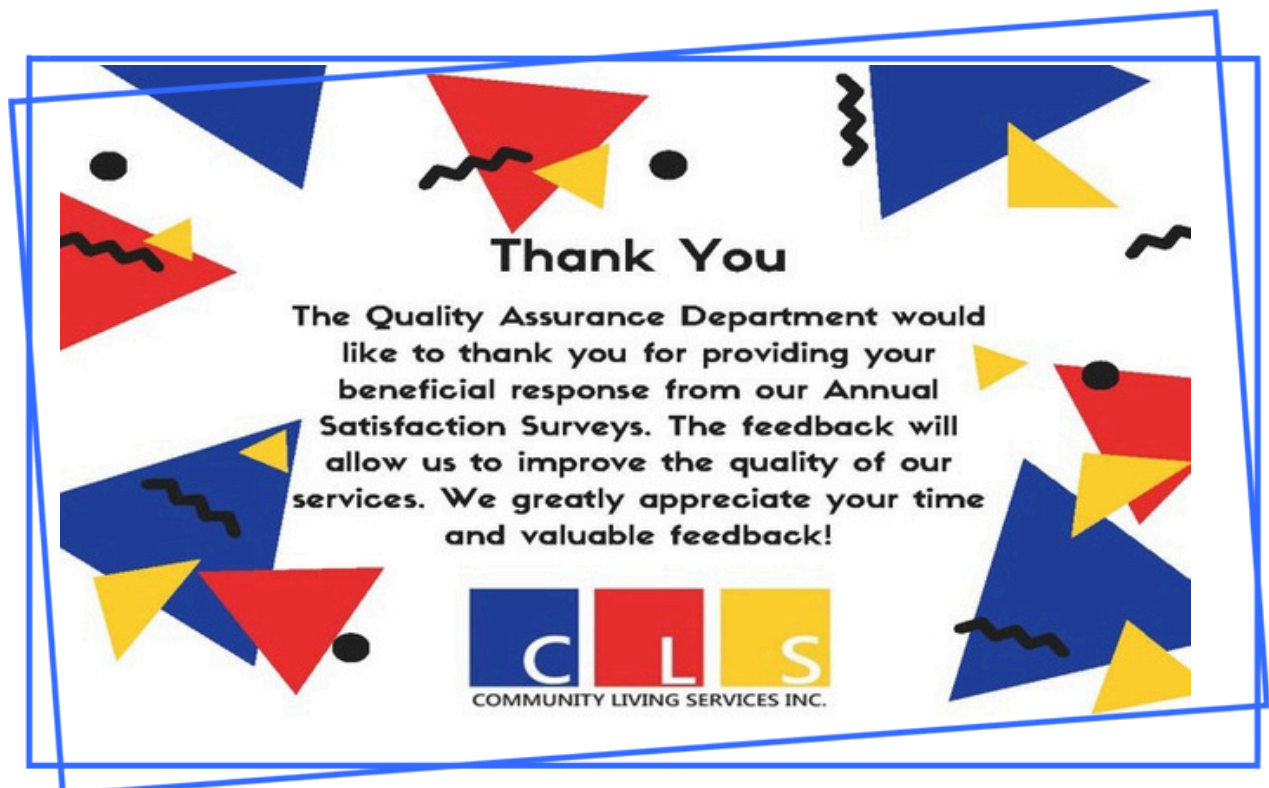
How Responses Were Collected:

- 94% were returned by mail
- 6% were submitted via QR code

Who Responded:

- 42% came from those we support
- 31% were from families, guardians, and natural supports
- 14% were from professionals
- 13% were returned anonymously without demographic information

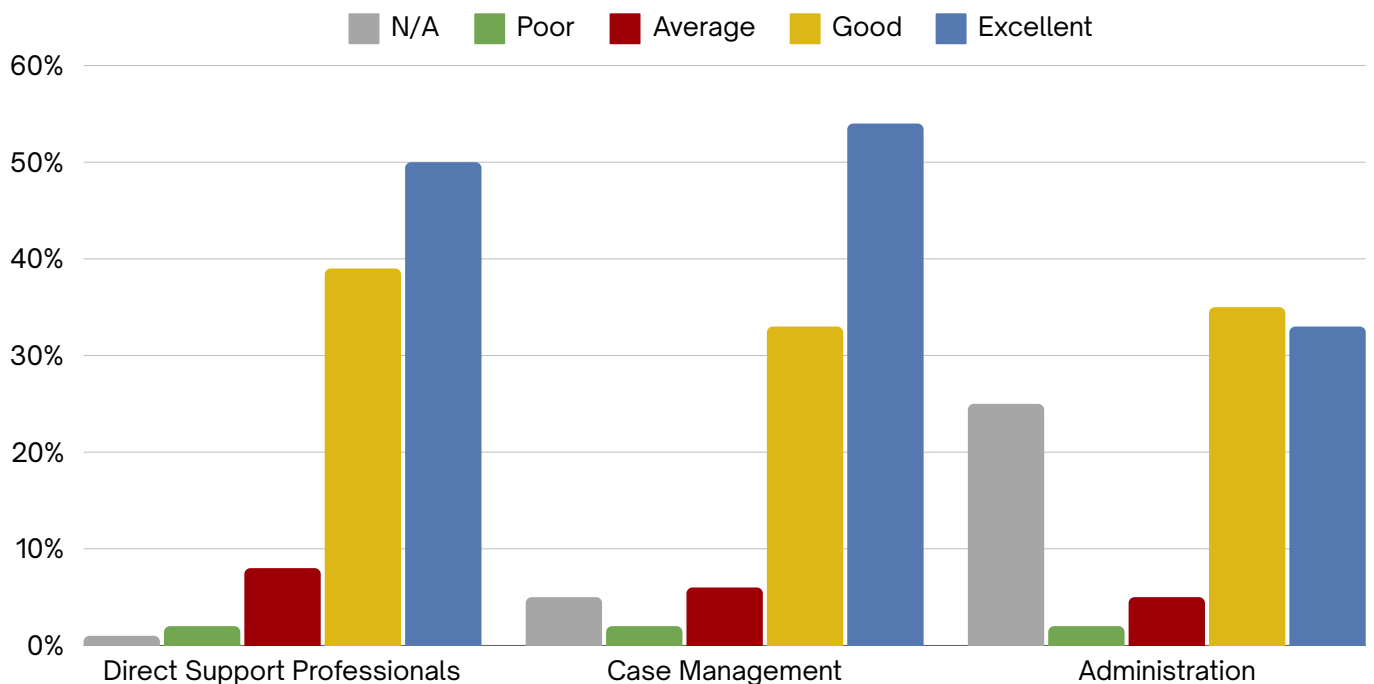
Stakeholder feedback is invaluable, and this increase in participation helps us continue to improve and serve our community better.



Competency of CLS Staff Members

Our latest survey results highlight the competency of our CLS staff members across different departments. Here's what we found:

- **General Trends:** There was a noticeable reduction in poor/average ratings across almost every demographic. We also saw an encouraging increase in good/excellent ratings, which is fantastic!
- **DSP/Case Management:** Both departments saw a significant rise in good/excellent ratings, reflecting the hard work and dedication of our staff.
- **Administration:** While there was a slight dip in the excellent ratings from 38% to 33%, the good ratings saw a substantial increase from 22% to 35%, indicating overall improvement.



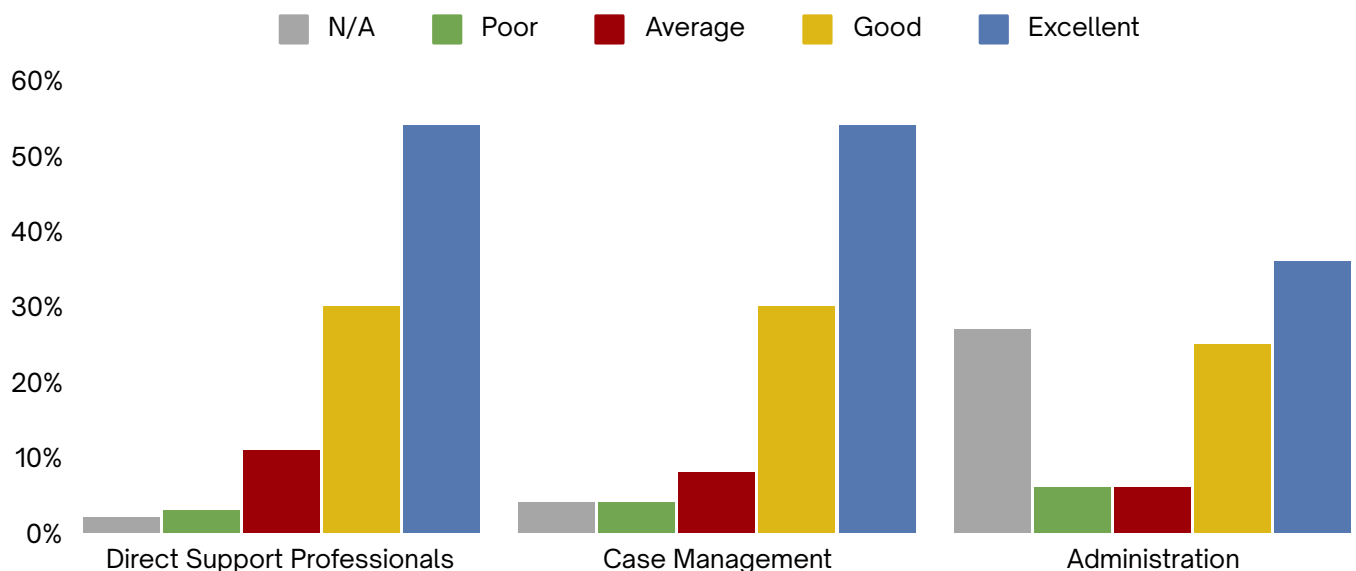
This graph illustrates these trends, showing how the perception of our staff's competency has rated for 2023 data. It's heartening to see such positive feedback, and we appreciate stakeholder input as we strive for excellence in every department.

Level of Communication Provided by CLS Staff Members

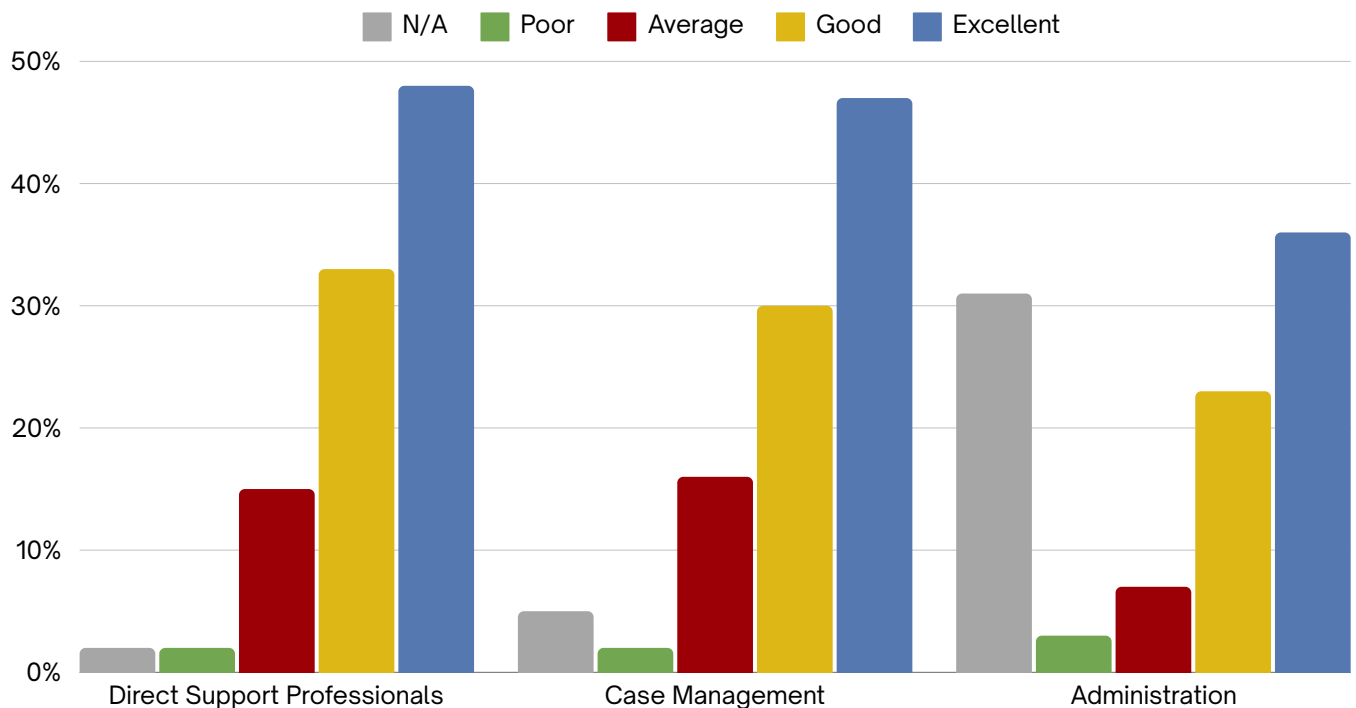
Participants were asked to rate the communication skills of CLS staff members, including both person-to-person interactions and electronic correspondence. Here are the highlights:

- **General Trends:** We observed a decrease in poor/average ratings and an increase in good/excellent ratings overall, showcasing an improvement in communication quality.
- **Case Management:** There was a notable rise in excellent ratings for communication, jumping from 46% in 2022 to 54% in 2023.
- **Direct Support Professionals (DSPs):** Excellent ratings also saw an increase, moving from 47% in 2022 to 54% in 2023.
- **Administration:** While the Administration section continues to have the highest percentage of "Not Applicable" responses, improvements are still evident.

↓ The graph below highlights the communication ratings for different staff groups. Feedback is crucial in helping us enhance our communication practices.



Availability of CLS Staff Members



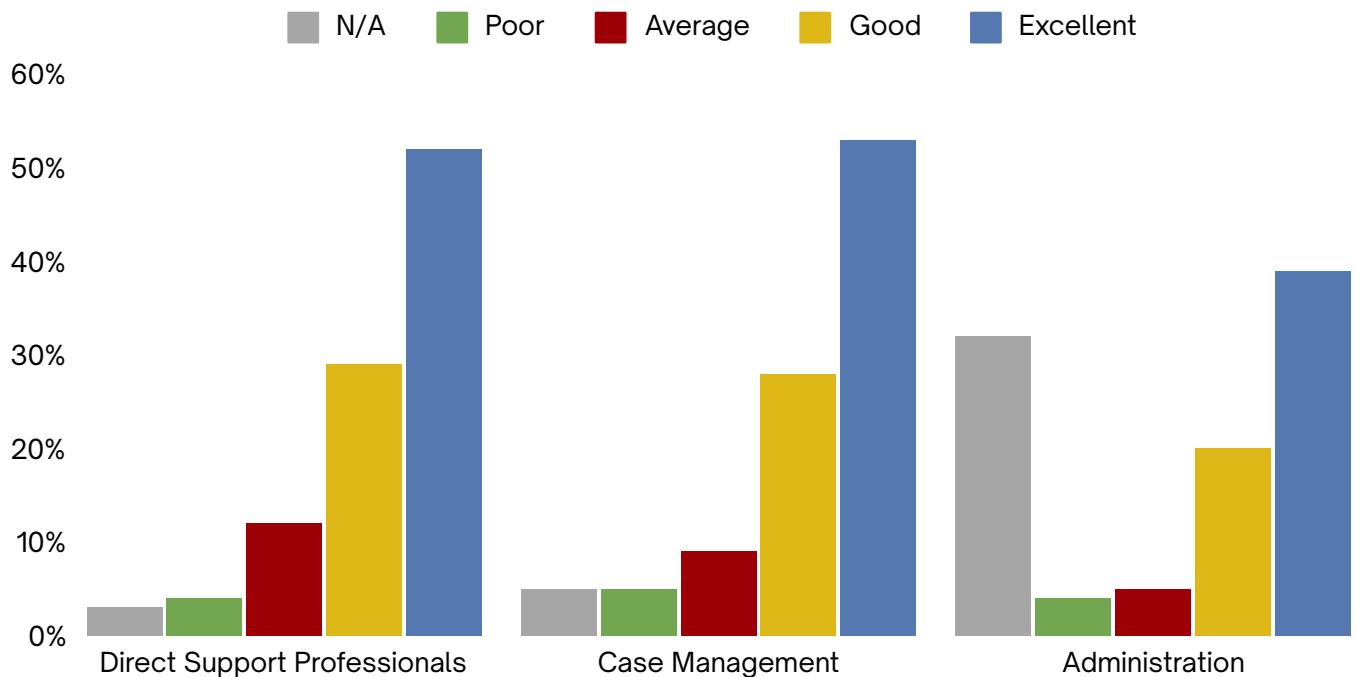
The survey also evaluated the availability of our CLS staff members. The graph above shows these trends, highlighting the areas where we've made progress and where we still have room for improvement. Here are the key findings:

- **General Trends:** This area had the lowest percentage of excellent ratings compared to other areas. However, there were still some positive changes.
- **Direct Support Professionals (DSPs) and Case Managers:** Both groups saw a slight increase in excellent ratings compared to last year, indicating a small improvement in availability.
- **Administration:** Ratings for the availability of Admin staff were similar to last year, with a slight decrease in both poor and excellent ratings but an increase in good ratings.

Timeliness and Responsiveness of CLS Staff Members

The survey also assessed the timeliness and responsiveness of services provided by CLS. Here are the highlights:

- **Improvement Across All Departments:** We're pleased to report an increase in excellent ratings from 2022 to 2023. Both DSPs and Case Management saw a 5% rise, while Administration improved by 3%.
- **Reduction in Poor/Average Ratings:** Poor and average ratings for all departments either stayed the same or decreased, indicating overall positive feedback.



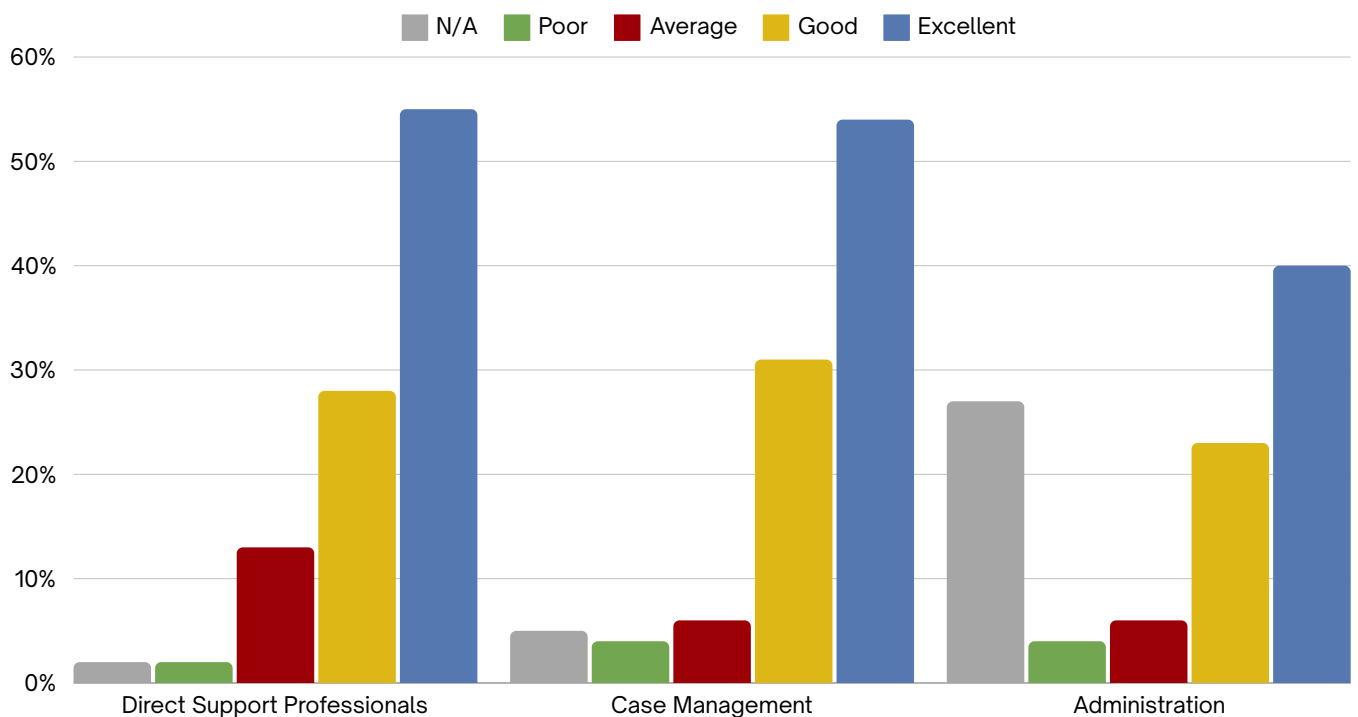
The graph above illustrates these improvements, showcasing the strides we've made in delivering timely and responsive services. Thank you for your feedback, which helps us continue to enhance our service quality.

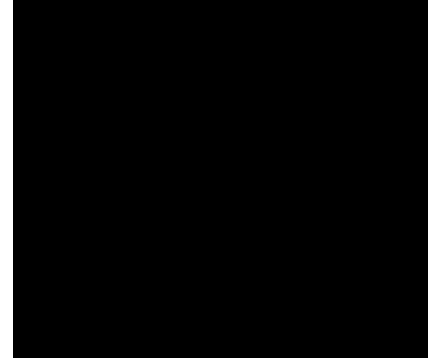
Overall Quality of Services Provided by CLS

The final category of the survey asked participants to rate the overall quality of services provided by CLS over the past year. Here are the key findings:

- Highest Excellent Ratings: This category received the most excellent ratings across all departments!
- Departmental Comparison: Administration had fewer overall responses compared to Case Managers and DSPs, likely due to less direct contact with stakeholders.
- Positive Trends: For 2023, we saw a continued decrease in poor/average ratings and an increase in good/excellent ratings for overall quality of services. The only exception was DSPs, which saw a 2% increase in average ratings and a 5% decrease in good ratings, but also a 3% increase in excellent ratings.

The graph below highlights these results, showing the overall positive trend in the quality of services provided by CLS. Stakeholder feedback is invaluable in helping us maintain and improve our high standards.





Survey Comments

This year, 52 surveys included additional comments, which we have categorized as positive, negative, and neutral to provide stakeholders with a better understanding of the feedback. While the categorization is somewhat subjective, we aimed to offer as much insight as possible. Specific comments are shared directly with those they pertain to.

Breakdown of Negative Comments:

- Negative Comments: 13 surveys contained negative feedback.
 - Communication Issues: 2 comments were about the level/type of communication by CLS employees.
 - Staffing Shortage: 4 comments addressed concerns about staffing shortages.
 - Work Culture: 7 comments focused on CLS's work culture, including staff work ethic and the perceived disconnect between CLS's philosophy and the services provided.

Any negative feedback is being actively addressed in order to continually improve our services. Stakeholder feedback is essential for ongoing growth, and we appreciate the honesty and insights shared with us.

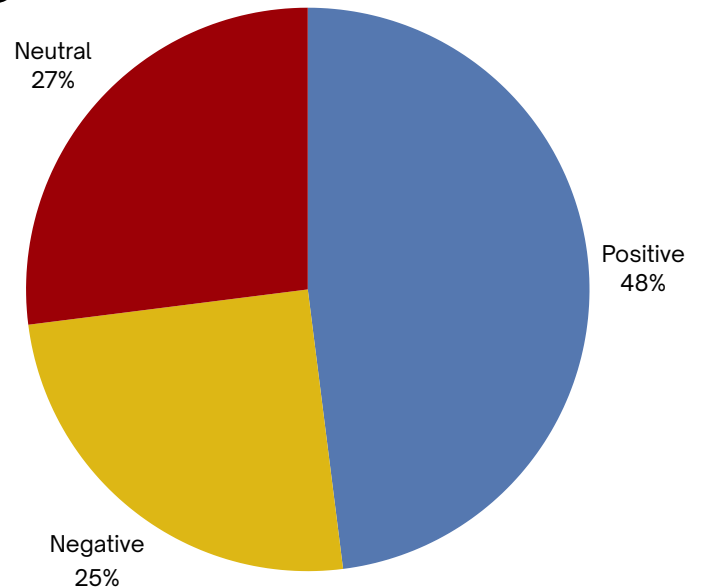


The next page features graphs summarizing the survey comments and also highlights some of the positive feedback we received from stakeholders.



Breakdown of Comments

Among the 52 comments we received, 48% were positive! Here are some of the positive comments from the people we support, their families/guardians, and various professionals.



“
When any concerns are present, they are addressed in a timely manner.
”

“
We appreciate the dedication and reliable service received from CLS and clients that volunteer
”

“
We appreciate the activities CLS provides
”

“
The entire family at CLS over the years have been so helpful and supportive in every aspect in guiding us through all the services
”

“
We are very satisfied with the care our son receives with CLS
”

“
I really appreciate the work ethic and skills of staff
”



Thank You!

Stakeholders of CLS are welcome and encouraged to continue sharing their feedback and experiences with CLS through “My Voice Matters” which is an online feedback system in place to continually improve the quality of services provided by CLS. “My Voice Matters” can be found on the CLS website listed below. Again, we thank stakeholders for their time and appreciate the feedback we receive.

📞 701-232-3133

📍 1001 28th Street South Fargo, ND 58103

🌐 www.clsnd.org